

Weekly Wisdom

Grow the Green for You and Your Team



“To say that a person feels listened to means a lot more than just their ideas get heard. It’s a sign of respect. It makes people feel valued.”

-- Deborah Tannen

Don’t Try to Persuade. Just H.E.A.R.

When we disagree with someone, we naturally want to persuade them to our way of thinking. Surely logic and evidence will win the day!

But that method rarely, if ever, works, and it often leads to frustration and conflict. Fortunately, linguistic research shows us another way.

When you disagree with someone, focus on changing your own behavior. (Not your thoughts or feelings.)

The authors of the linked article describe “conversational receptiveness” and the H.E.A.R. method of engaging on difficult subjects.

H = Hedge your claims.

E = Emphasize agreement. Find common ground.

A = Acknowledge the opposing perspective. This shows you understand and are listening.

R = Reframe to the positive. Avoid negative words (“no,” “don’t”) and increase positive words to change your tone.